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Bib Data Sheet

CONFIRMATION NO. 2543

|   |   |                       |   |   |
|---|---|-----------------------|---|---|
| <b>SERIAL NUMBER</b><br>09/897,804  | <b>FILING DATE</b><br>07/05/2001<br><b>RULE</b>   | <b>CLASS</b><br>705   | <b>GROUP ART UNIT</b><br>2161   | <b>ATTORNEY DOCKET NO.</b><br>P 0279249 PAT-002 |
| <b>APPLICANTS</b><br>Shi-Yue Qiu, Ellicott City, MD;  |   |                       |   |   |
| <b>** CONTINUING DATA *****</b><br>THIS APPLN CLAIMS BENEFIT OF 60/243,472 10/27/2000<br>AND CLAIMS BENEFIT OF 60/243,401 10/27/2000<br>AND CLAIMS BENEFIT OF 60/243,469 10/27/2000<br>AND CLAIMS BENEFIT OF 60/243,397 10/27/2000<br>AND CLAIMS BENEFIT OF 60/243,470 10/27/2000                       |   |                       |   |   |
| <b>** FOREIGN APPLICATIONS *****</b>  |   |                       |   |   |
| <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY **</b><br>** 08/20/2001   |   |                       |   |   |
| Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no<br>35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after<br>met Allowance<br>Verified and Acknowledged<br>Examiner's Signature _____ Initials _____ | <b>STATE OR COUNTRY</b><br>MD   | <b>SHEETS DRAWING</b> | <b>TOTAL CLAIMS</b><br>10   | <b>INDEPENDENT CLAIMS</b><br>3                  |
| <b>ADDRESS</b><br>00909   |   |                       |   |   |
| <b>TITLE</b><br>Early warning in e-service management systems   |   |                       |   |   |
| <b>FILING FEE RECEIVED</b><br>355   | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: |                       | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |   |